On October 17, 2014, the UCLA Health Auxiliary hosted the Auxiliary Awards Luncheon at The Four Seasons in Beverly Hills. The Auxiliary consistently gives back to UCLA Health; the profits from their three lovely gift shops and thrift shop are used to fund such projects such as Adopt-A-Family, People-Animal Connection, and to sponsor recognition events like this one.

The event began with an introduction by Joyce Canning, UCLA Health Auxiliary President. She welcomed and thanked all the volunteers and spoke of the Auxiliary’s current and future projects and the many ways they have been giving back to the UCLA Health community.

Dr. David Feinberg, President UCLA Health System and Associate Vice Chancellor, spoke briefly about Ebola and how Ronald Reagan UCLA Medical Center has been identified as a priority hospital in treating confirmed Ebola patients. He mentioned our successful Ebola drills at Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica. He thanked the volunteers for their

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Teen Gives Back to 6 East

It all started with a middle-schooler who said to her father, “Dad, I want to give back to Mom’s unit.” From there, Frankie’s idea took shape. Frankie Huntley is the daughter of Mary Huntley who battled leukemia for several years and received all her treatment at UCLA, in both the old and new hospitals and the outpatient clinic. Several rounds of chemotherapy and two transplants later, Mary lost the battle and passed away surrounded by her family and friends while in hospital. No doubt, the grief of losing a parent at such a young age cannot be described in words. The healing continued and Frankie had the need to remember her mother in a special way, in addition to the many other gestures the family had pursued in her memory. Frankie and her family recalled the many days and nights spent in hospital caring

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for their mother, trying to make sense of the seriousness of her disease and treatment, and trying to be strong as a family through the process. Frankie truly wanted to help the families who were going through the same hardship her family did during her mother’s journey. Being in touch with the outside world and being able to have access to resources, including social sites, were very valuable during their experience while caring for a loved one with cancer. Therefore, the brilliant idea of this 13-year-old daughter was to raise funds to donate enough iPads for every room on the inpatient Hematology/Transplant Unit (6 East) to support families and patients. She named this project “6th Floor Families.”

Frankie paved the path, working with many individuals and spear-heading an enormous support network to launch a silent auction to raise the funds necessary to purchase the tablets. The outpouring of support was overwhelming, not to mention, emotional. The Huntley family was pleasantly surprised with the response that exceeded their goal to support this wish. Frankie and her family have been active and instrumental, not in just the funding and gracious donation of these devices, but also researching and plugging in applications that would best suit the families in 6 East. Frankie has been partnering with UCLA to coordinate efforts around distribution of the devices, discussing what would need to be configured on these tablets that would be in compliance with our IT and Security departments, the training and, finally, and most importantly, what other options would be integral to include on to the iPads that could be beneficial to families and patients, such as education and support service/organization links. Frankie is now an official volunteer with the hospital and will be actively involved in visiting with the 6th floor families, not only to navigate them through the device, but also to share her story and support families going through a process that is so memorable and meaningful to her.

Today, all devices have been purchased through the generous donation of the Huntley family. Patients and families alike have been able to utilize them for all the purposes mentioned above. The feedback has been overwhelmingly positive in helping patients and families cope and get through their challenging journeys.

On behalf of 6 East, we want to deeply express our gratitude to Frankie and her family in bringing this gift to our families and patients. It has made such a difference already. Thank you to our Bedside Buddy Volunteers, CareConnect and Compliance/Security teams in making this dream possible for Frankie and our unit.

AUXILIARY AWARDS LUNCHEON AND FALL GENERAL MEETING continued from page 1

40-Year Service Award winner Shirley Graner (left) poses with Chief Patient Experience Officer Tony Padilla.

dedicated service and then introduced Paul Watkins, Chief Administrative Officer of UCLA Medical Center, Santa Monica. Paul acknowledged ambassadors, greeters and all Santa Monica volunteers for making such an impact on our patient care in Santa Monica. Our Santa Monica satisfaction scores prove this! Santa Monica also recently received a newspaper grant by the Auxiliary and has been making strides in the UCLA Teen & Young Adult Cancer Program.

Carey McCarthy, Director of Volunteer Services, thanked everyone for their hard work and unwavering dedication to the volunteer program. During lunch, Care Extender Jessie Li, who is an accomplished pianist, played a wonderful selection of music.

After lunch, a video montage of our non-student volunteers, created by Care Extender Shayan Senaati, was shown. The montage featured
photos from both UCLA medical centers, volunteers interacting with patients, volunteers with 20 or more years of service, ambassadors, Maddie's Room and surgical waiting area (SWA) volunteers, Child Life, and so much more.

Kellye Carroll, Director of the Chase Child Life Program, spoke about how her volunteers have been making a difference in children’s lives through playing, support and companionship. She also presented her volunteers with a special pin for their work. Following Kellye, Jeannie Meyer, clinical nurse specialist for Palliative Care at UCLA Medical Center, Santa Monica (a service dedicated to aiding chronic and terminal patients) thanked her volunteers for consistent patient rounding and presented them with a commemorative pin. Recent retirees were announced by Carey: Gloria Baker, Martha O’Connor and Esther Cameron.

Tony Padilla, Chief Patient Experience Officer, presented awards to Kurt Rundle, who has volunteered more than 19,000 hours delivering mail all over UCLA Medical Center, Santa Monica, and Peter Zech, who has devoted more than 15,000 hours throughout Ronald Reagan UCLA Medical Center. Tony also presented the 40 Year Service Award to the well-deserved Shirley Graner, who received an ovation for her services.

Ishara Bailis and Sara Hinojosa, from the Marketing department at UCLA Medical Center, Santa Monica, presented winning volunteers with door prizes from community vendors. Some of the door prizes included dining gift certificates, Keurig products, and spa treatments. We cannot wait for next year’s event!

In Memoriam
Our heartfelt sympathy is extended to the family of Margie Hendler, a volunteer at UCLA Health for more than 30 years. Margie led the volunteer tour program for many years, leading countless school and community groups on tours throughout the medical center. She will be deeply missed.

Dear Volunteers,

As we head into the New Year, I would like you to know what a pleasure it is to work with such a dynamic and giving group of people. I see so many talented and caring individuals who give their time so selflessly for the benefit of our patients.

This past year, we accomplished a few new milestones: the launching of our No One Dies Alone program, as well as our Living History program. Volunteers run these programs, which are really at the heart of what we do. In addition, the Auxiliary generously awarded another grant for the Family Comfort Care program, which has now been running for three years. The families appreciate these comfort items so much and love seeing our volunteers.

We have new volunteer patient peer support groups, and our Bedside Buddies program is growing. Thank you to each and every one of you for being part of our team and igniting the giving spirit. May you have a happy, healthy and prosperous New Year!

Carey McCarthy
Director of Volunteer Services
A Happy New Year to you; I hope that you all enjoyed the holidays. It was a pleasure to see you at the Volunteer Recognition Luncheon at the stunning Four Seasons Hotel in Beverly Hills. The venue was magical, and the table centerpieces unique and sustainable, due to the imagination and creativity of two Auxiliary Board members, Amy Jackson and Lisa Waltz. As I looked around the ballroom, I observed much camaraderie: people enjoying each other, the setting, and the wonderful food.

Thank you to Carey McCarthy and her staff for planning and executing a memorable event in an elegant setting.

Many long-term volunteers were acknowledged with special awards. One award recipient near and dear to the Auxiliary Board is Shirley Graner, who has been volunteering for 40 years! This was a surprise to me and many others, because Shirley never mentioned it. Congratulations to a very classy and accomplished woman, and a well-loved volunteer. Congratulations to each and every volunteer for serving the health system in many different capacities, too numerous to mention.

As you may know, the Auxiliary raises a large share of its funds from the proceeds of our Thrift Shop, located at 11271 Massachusetts Avenue, off Sawtelle between Santa Monica Blvd. and Ohio Ave. Much of the revenue comes from three special sales, one of which is usually in December, but because of the construction in front of the shop on Massachusetts Avenue, the December sale has been rescheduled to February 7th. Since the date is so close to Valentine’s Day, our theme is will be “A Sweetheart of a Sale,” as coined by Margaret Churchill, an Auxiliary Board member. We need donations for this sale so, to make the sale extra special, please consider cleaning out your closets, look around the house for items you no longer want or need, and take them to the Thrift Shop. You will receive a tax deduction for your generosity. Your friends and neighbors may not know of the Thrift Shop and the bargains to be found there — so, if possible, please share this information with them. We would love to have their donations, too, and while donating goods, hopefully they will go into the shop and find bargains of their own. For large donations, please contact the Thrift Shop at (310) 478-1793, to schedule a pickup.

Other sources of Auxiliary funding come from revenue from our three gift shops at Ronald Reagan UCLA Medical Center, 200 UCLA Medical Plaza, and UCLA Medical Center, Santa Monica. These shops sell all manner of goods — from books to slippers to toys and many other sundry items. When you frequent our shops, you are making it possible for the Auxiliary to support many patient and department needs. Other sources of our funding include membership dues from the Auxiliary Board, Auxiliary members and memorial and tribute funds.

During the holidays, and beyond, Board member Rachel Dourec leads the Adopt-a-Family program. This program allows less fortunate families to enjoy time with their hospitalized family members without worrying about transportation and food. If you would like to support this program, contact Hanna Fairchild, our Auxiliary administrator, at (310) 825-7283.

We recently have supported the following, by no means a complete list: Food and gas cards for patient families, volunteer scholarships, Tiverton House, PAC (People-Animal Connection), Fall Volunteer Luncheon, Spring Awards Luncheon and clothing for patients to wear home.

Our executive and evaluation committee works all year receiving grant requests, evaluating them to determine if we are the last resort for the funding. The team then meets with the requestor to further review the need.

I hope to see you around the hospital. I’m often at the information desk on Friday.

Best wishes to you all.

Joyce Canning
UCLA Health Auxiliary President

If you have a friend or neighbor who is interested in volunteering at Ronald Reagan UCLA Medical Center, we invite you to bring your friends to our first “Bring a Friend to Tea” on Thursday, January, 22 from 1:00 - 3:30 pm in Room 3-3102.
Care Extender Alumni Profiles

Jenna Nawa attended UCLA from 2005-2010 and graduated with a Bachelor of Science in molecular, cell and developmental biology, with minors in biomedical research and gerontology. She was on the UCLA dance team from 2005-2007, and represented UCLA at the Emerald Bowl for football and the NCAA basketball tournament. Dancing is one of her greatest passions. She managed a dance studio in her hometown and coached a teen dance team during her gap year.

Jenna became a Care Extender in 2007 and stayed with the program for three and half years, volunteering in almost every department. She took on a leadership position as department coordinator and then, in 2009, became the department coordinator supervisor in Santa Monica.

Halfway through the U.S. application cycle for medical schools, Jenna took the opportunity to attend Ross University School of Medicine in Dominica. She has now finished two years of medical school in 16 months and will be able to sit for the upcoming Step 1 exams. She is further along through a more intense study program than she could have received at any other school. Jenna returned to Southern California for clinical studies in May 2013.

When asked about her time as a Care Extender, Jenna says, “I loved being a Care Extender and still miss it to this day. Care Extenders was a great stepping stone that gave me great hospital experience and know-how.”

Even during her first week of medical school, Jenna and her classmates participated in a code simulation. She was able to lead her group throughout the exercise because of her extensive experience with Care Extenders. “The simple knowledge that is normally taken for granted are skills a textbook can’t teach. I was able to learn those skills with Care Extenders and a great hospital staff at UCLA,” Jenna says.

She hopes to return to UCLA Health soon after finishing her schooling.

Shahrooz Eshagian, MD

Dr. Shahrooz Eshagian attended UCLA from 1998-2002 where he received his Bachelor of Science in psychobiology, graduating summa cum laude with college honors and as a member of Phi Beta Kappa honors society. He went on to receive his medical degree from Albert Einstein College of Medicine from 2002-2006 with a distinction in research in hematology/oncology. Dr. Eshagian then completed his internship and residency at Cedars-Sinai Medical Center from 2006-2009. He served as the chief fellow in hematology/oncology at Ronald Reagan UCLA Medical Center from 2009-2012.

Dr. Eshagian currently works in a private hematology/oncology practice in Century City, California. He is also an attending physician in the Division of Hematology/Oncology at Cedars-Sinai Medical Center, Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica.

Dr. Eshagian joined the Care Extender program during his second year at UCLA where he soon took on a leadership role as department coordinator. He described his time with the program as “an amazing experience as it introduced me to various fields of medicine with direct hands-on contact unlike any other volunteer program. It also re-affirmed my decision to attend medical school. The most unique experience was during my fellowship at UCLA, I got to work with many of the Care Extenders on the oncology floor in Santa Monica and give back the way previous physicians had mentored me during my time as a Care Extender. I highly recommend the program to anyone interested in any healthcare field or who just wants a unique and memorable volunteer experience.”
Happy Holidays to Our Wonderful Volunteers

People-Animal Connection teams gather at Ronald Reagan UCLA Medical Center before caroling in the hospital.